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February 27, 2004

To: Deaf-Blind Multiple Disabilities Medicaid Waiver (DB-MD) Providers

Subject: Long Term Care (LTC)
DB-MD Information Letter No. 04-01
Complaint Logs for DB-MD

All providers of DB-MD services must maintain a record of all complaints received from clients and families. Providers need to follow complaint procedures outlined in Texas Administrative Code §49.17. The Centers for Medicare and Medicaid are requesting the DB-MD Medicaid Waiver to maintain a record of complaints from all DB-MD providers.

A record of complaints should contain:

- (1) who conducted the investigation;
- (2) who was contacted during the investigation;
- (3) the findings of the investigation; and
- (4) any actions taken as a result of the investigation.

To comply with this request, DB-MD providers must:

- A) By March 15, 2004, mail a record of all DB-MD complaints occurring from July 1, 2003 – January 31, 2004 to:
Texas Department of Human Services
P.O. Box 149030
Austin, Texas 78714-9030
Attn. Stephen Schoen, W-521
- B) Mail a record of each complaint received within 30 days of the occurrence of the complaint beginning February 1, 2004 to Stephen Schoen.

If you have any questions or concerns regarding this letter please contact Stephen Schoen at (512) 438-2622.

Sincerely,

Signature on file

Marilyn Eaton
Director
Long Term Care Services

ME:ck